IN THE CLAIMS:

1. (Previously Presented) A method for controlling an agent workstation in a computer-telephony system, comprising:

controlling a telephony device driver in the workstation by a server process in the workstation;

interfacing a controller external to the workstation by a first client process to the server process;

interfacing the controller to the server process by a second client process, the second client process serving as an alternate interface between the controller and the server process in the event of failure by the first client process; and

transferring control of the server process by the controller from the first client process to the second client process in the event of failure by the first client process.

2. (Previously Presented) The method as in claim 1, further comprising:

providing the first client process and the second client process in the workstation.

3. (Previously Presented) The method as in claim 1, further comprising:

providing the server process in the workstation as a telephony application program interface (TAPI) server process.

4. (Previously Presented) The method as in claim 1, further comprising:

providing the first client process and the second client process as telephony application program interface (TAPI) client processes.

5. (Previously Presented) The method as in claim 1, further comprising:

linking the controller to the first client process by a computer network connection.

6. (Previously Presented) The method as in claim 1, further comprising:

linking the controller to the second client process by a computer network connection.

7. (Previously Presented) The method of claim 1, further comprising:

failing by the first client process by a failure in the first client process.

8. (Previously Presented) The method of claim 1, further comprising:

failing by the first client process by a failure of a network connection linking the controller to the first client process.

9. (Previously Presented) The method of claim 1, further comprising:

failing by the first client process by a failure in the server process.

10. (Previously Presented) An apparatus to control an agent workstation in a computer-telephony system, comprising:

means for controlling a telephony device driver in the workstation by a server process in the workstation;

means for interfacing a controller external to the workstation by a first client process to the server process;

means for interfacing the controller to the server process by a second client process, the second client process serving as an alternate interface between the controller and the server process in the event of failure by the first client process; and

means for transferring control of the server process by the controller from the first client process to the second client process in the event of failure by the first client process.

11. (Previously Presented) The apparatus as in claim 10, further comprising:

the first client process and the second client process are in the workstation.

12. (Previously Presented) The apparatus as in claim 10, further comprising:

the server process in the workstation is a telephony application program interface (TAPI) server process.

13. (Previously Presented) The apparatus as in claim 10, further comprising:

the first client process and the second client process are telephony application program interface (TAPI) client processes.

14. (Previously Presented) The apparatus as in claim 10, further comprising:

means for linking the controller to the first client process by a computer network connection.

15. (Previously Presented) The apparatus as in claim 10, further comprising:

means for linking the controller to the second client process by a computer network connection.

16. (Previously Presented) The apparatus as in claim 10, further comprising:

the first client process fails by a failure in the first client process.

17. (Previously Presented) The apparatus as in claim 10, further comprising:

the first client process fails by a failure of a network connection linking the controller to the first client process.

18. (Previously Presented) The apparatus as in claim 10, further comprising:

the first client process fails by a failure in the server process.

19. (Previously Presented) An apparatus to control an agent workstation in a computer-telephony system, comprising:

a server process in the workstation to control a telephony device driver in the workstation;

a controller external to the workstation interfaced by a first client process to the server process;

a second client process interfaced to the controller, the second client process serving as an alternate interface between the controller and the server process in the event of failure by the first client process; and

means for transferring control of the server process by the controller from the first client process to the second client process in the event of failure by the first client process.

20. (Previously Presented) Electromagnetic signals propagating on a computer network, comprising:

said electromagnetic signals carrying information having instructions for execution on a processor for the practice of the method of claim 1.

21. (Previously Presented) Computer readable media, comprising:

said computer readable media having information written thereon, said information having instructions for execution on a processor for the practice of the method of claim 1.

22. (New) An apparatus to control an agent workstation in a computer-telephony system, comprising:

a telephony application (TAPI) server to communicate telephony control commands in the agent workstation;

a controller external to the workstation interfaced by a first TAPI interface to the TAPI server;

a second TAPI interface interfaced to the controller, the second TAPI interface serving as an alternate interface between the controller and the TAPI server in the event of failure by the first TAPI interface; and

a monitor to monitor and transfer control of the TAPI server from the first TAPI interface to the second TAPI interface in the event of failure by the first TAPI interface.